

# Sheltered Housing – Our promise to you

Our aim is to help residents who live in our schemes feel safe, enjoy their privacy and independence, and have the chance to join in social activities.

To meet this aim your scheme warden will do the following things.

- Complete a support plan based on your individual needs that shows the support you want to help you remain independent in your own home.
- Carry out a well-being visit to your home up to 5 times per week (but not on weekends and bank holidays).
- Give you one-to-one support as agreed in your support plan.
- Deal with emergencies while they are on site and get help if required.
- Help you to get support from different agencies (such as Social Services) which will help you keep your independence.
- Make sure that the building is looked after, all the communal areas are clean and tidy, and all the facilities run smoothly.
- Carry out regular fire safety checks.
- Help organise social activities.
- Transfer the emergency alarm system over to Central Call when they are not on duty or when they are not on site.

## How do we check we are keeping our promises?

- Every three months a Berneslai Homes officer visits your sheltered scheme to check that the building is well maintained and is clean, tidy and free from any hazards.

You can join in this inspection.

We will advertise the date and time of the inspection and publish the results on the communal notice board.

- We will regularly ask you whether we are keeping promises. We will do this by completing surveys or coming along to social events and asking your views.
- Supporting People review our sheltered housing service to ensure it meets with their requirements.



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